



# COMPLAINTS POLICY

## INTRODUCTION

Trive International Ltd. (Trive International / The Company) is authorized and regulated by the British Virgin Islands' financial authority named Financial Services Commission ("FSC BVI") under the company number 1728826 and license number BVI SIBA/L/14/1066.

The Company is committed to comply with standards and prescriptions set by the FSC and has adopted this Complaints Policy (the "policy") to ensure situations which provides for the effective consideration and proper handling of any complaints made to the Company and for appropriate remedial action to be taken according to the local regulations.

Trive International aims to provide high quality services to meet the needs and expectations of its customers. In order to ensure that its services remain at a high and improving standard, the Company has adopted this policy which customers can inform if there are any reasons why they are not satisfied with their dealings with the Company.

The Company is committed to dealing with complaints promptly, competently, impartially, in all fairness, and in a manner that complies with all laws and regulatory requirements.

## CONTENTS OF THIS COMPLAINTS POLICY

- INTRODUCTION
- CONTENTS OF THIS COMPLAINTS POLICY
- DEFINITION OF A COMPLAINT
- SUMMARY OF COMPLAINTS PROCEDURE
- INFORMATION REQUIRED
- TIMESCALES
- CONTACT DETAILS
- POLICY REVIEW

## DEFINITION OF A COMPLAINT

**Complaint** means any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of a person about the provision of a service which constitutes licensed business and which

- alleges that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience; and
- relates to the provision of the service by or on behalf of the licensed company.

**Significant complaint** means a complaint that alleges;

- a breach of a regulatory enactment;
- bad faith, malpractice or impropriety on the part of the license or one of its directors, employees or agents;
- the repetition or recurrence of a matter previously complained of (whether significant or otherwise); or
- that the complainant has suffered, or may suffer, financial loss that is material in relation to his or her financial circumstances.

## **SUMMARY OF COMPLAINTS PROCEDURE**

The Company fully adheres to the rules on complaint handling. The Company will follow following steps to ensure your complaint is dealt with in the appropriate manner:

- We will record the details of your complaint to Company's Complaints Report and contact you within a reasonable time of receipt of the complaint and confirm to you the person who will be your contact at the Company.
- We will then thoroughly investigate the basis of the complaint using all the information available to us.
- We will assess fairly the subject matter of the complaint and see whether the complaint should be upheld and what remedial action or redress (or both) may be appropriate. After the assessment is completed, we will offer any redress or remedial action, if any;
- We will then let you know the outcome of our investigation.

## **INFORMATION REQUIRED**

When making a complaint, the following information shall be included:

- Client's trading account number;
- Client's name and surname;
- A description of the problem and affected transaction number (if applicable)
- The date and time that the issue arose, and
- Any other relevant details and supporting documents, where appropriate.

Contact details of where to make your complaint can be found in Section **CONTACT DETAILS**.

A complaint must not include offensive language directed either to the Company or a company employee.

**TIMESCALES**

We will always try and deal with your complaint as quickly as possible. An initial response will be sent to you within one month receiving the complaint. Within this email we will provide you with further details on the process we will take to investigate your complaint.

We endeavour to resolve all complaints within a 3 month period, subject that the matter is within our control. If for any reason this will not be possible, we will write to you notifying you of this. We are committed to resolving complaints through our Complaints Procedure.

**CONTACT DETAILS**

Please direct your complaints to the following:

Phone	+44 1460944002
Email	support_int@trive.com
In writing	TRIVE INTERNATIONAL LTD.  Sea Meadow House, P.O. Box 116, Road Town Tortola, BVI

**POLICY REVIEW**

Policy will be formally reviewed every 2 years or as required.